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# **OBJECTIVE**

# To contribute to a company’s success through exceptional customer service skills, strive for excellence, and dedicated work ethic.

# **QUALIFICATIONS**

* Experience in multiple working environments of the service industry such as management, bartending, and serving.
* Strong communication skills and precise attention to detail sharpened through the progression of positions within the same company.
* Extremely patient with a positive attitude and a clear understanding of the importance of being a team player.

# **WORK HISTORY**

**Manager** *Bayside Restaurant*

Newport Beach, CA (2017-2021)

**Server** *Solita Margaritas and Tacos*

Huntington Beach, CA (2015-2017)

**Bartender** *Avila’s El Ranchito*

Newport Beach, CA (2011 - 2016)

**Food Server** *Vigilucci's Seafood & Steakhouse*

Carlsbad, CA (2007 - 2011)

* Served guest to a fine dining experience in a high-volume, oceanfront restaurant.
* Continued study of cuisine, wine and spirits with industry experts.

**Manager/Banquet Coordinator/Bartender** *Tutto Mare / Venice Ristorante & Wine Bar*

La Jolla, California (2001 - 2005 /2006 - 2008)

* Supervised front and back of the house staff ensuring professionalism and quality service throughout the restaurant.
* Responsible for multiple financial aspects including accounts payable/receivable, financial transfers, banquet contract negotiation and daily paperwork of restaurant sales.
* Perform customary managerial duties including staff development, product knowledge seminars, employee scheduling and making problem solving decisions.
* Comprehensive study of Italian wines and development of extensive wine list.
* Mixed drinks and utilized strong customer service skills to build positive relationships with patrons, reflecting the image of the restaurant.

**Food Server** *Sante Ristorante*

La Jolla, California (2002 - 2004)

* Served guests in an intimate, fine dining establishment.
* Further development of fine dining service techniques and etiquette.

**Food Server** *The North Bank*

Eugene, Oregon (1999 - 2002)

* Served guests in a high volume, upscale micro-brewery establishment.
* Extensive training and study of mirco-brewing styles and techniques.

**Food Server** *Sunsets on the Lake*

Lake Tahoe, California (1997 - 1999)

* Served guests in a high volume, fine dining establishment.
* Continued service training and study of cuisine, California wine, and spirits.

**Bartender/Server** *Wolfgang Puck’s ObaChine*

Phoenix, Arizona (1996 - 1997)

* Mixed drinks in cocktail/lounge environment and dining room service bar.
* Continued service training and study of cuisine, wine and spirits.
* Served guests in a high volume, fine dining establishment for a celebrity chef.

**Food Server** *Jake's on the Lake*

Tahoe City, California (1994 - 1996)

* Served guests in a high volume, fine dining establishment.
* Further development of proper serving etiquette and technique through extensive corporate training program.
* Continued service training and study of cuisine, wine and spirits.

**Bartender/Server/Busser** *Café Terra Cotta*

Scottsdale, Arizona (1991 - 1994)

* Mixed drinks with an extensive knowledge of recipes and served with the appropriate presentation.
* Attended numerous service training sessions and seminars for contemporary cuisine, wine and spirits.
* Developed proper serving etiquette and technique ensuring superb dining experiences.
* Monitored and maintained table presentation and guest satisfaction.

**PROFESSIONAL AND PERSONAL REFERENCES**

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Location | Contact Numbers | Years Known |

**Samantha Rodriguez Irvine,CA 949-285-8036 5**

**Oscar Sandoval Santa Ana, CA 714-788-7868 7**

**Patty Bennett Huntington Beach, CA 714-318-9387 4**